

UTSA LIBRARY COMMUNITY SURVEY

Conducted October-November 2006 by Prudence Morris
Survey Report July 2007 by Stefanie Wittenbach

INTRODUCTION

The LibQUAL+™ survey is a national instrument used by over 700 libraries to date. It has become the tool of choice to aid libraries in establishing benchmarks to measure patron satisfaction. The UTSA Library conducted the survey last fall, in the months of October and November and had 2307 respondents from all groups on campus. The Library did a blanket survey of everyone on campus and projected a possible response group of 32,401 faculty, staff, and students. In all, the Library received 1,437 undergraduate responses, 326 graduate responses, 243 faculty responses, 256 staff responses, and 45 Library staff responses. The responses by UTSA College were as follows:

Architecture	Business	Education and Human Development	Engineering	Liberal and Fine Arts	Public Policy	Science Math
56	378	336	139	541	77	399

The LibQUAL+™ survey asked respondents to indicate their minimum service level expectation, desired service level, and perceived service performance on twenty-two core questions and an additional five questions selected by the library. Questions were ranked on a scale of 1-9 and covered the following areas: Affect of Service, including services provided by the Library and the helpfulness of staff; Information Control, which includes the Library's website, electronic resources, and print collections; and the Library as Place, which covers the library's physical space. Additional questions asked respondents about their general satisfaction with the Library, information literacy, and how often they use the Library and other information resources such as the Internet.

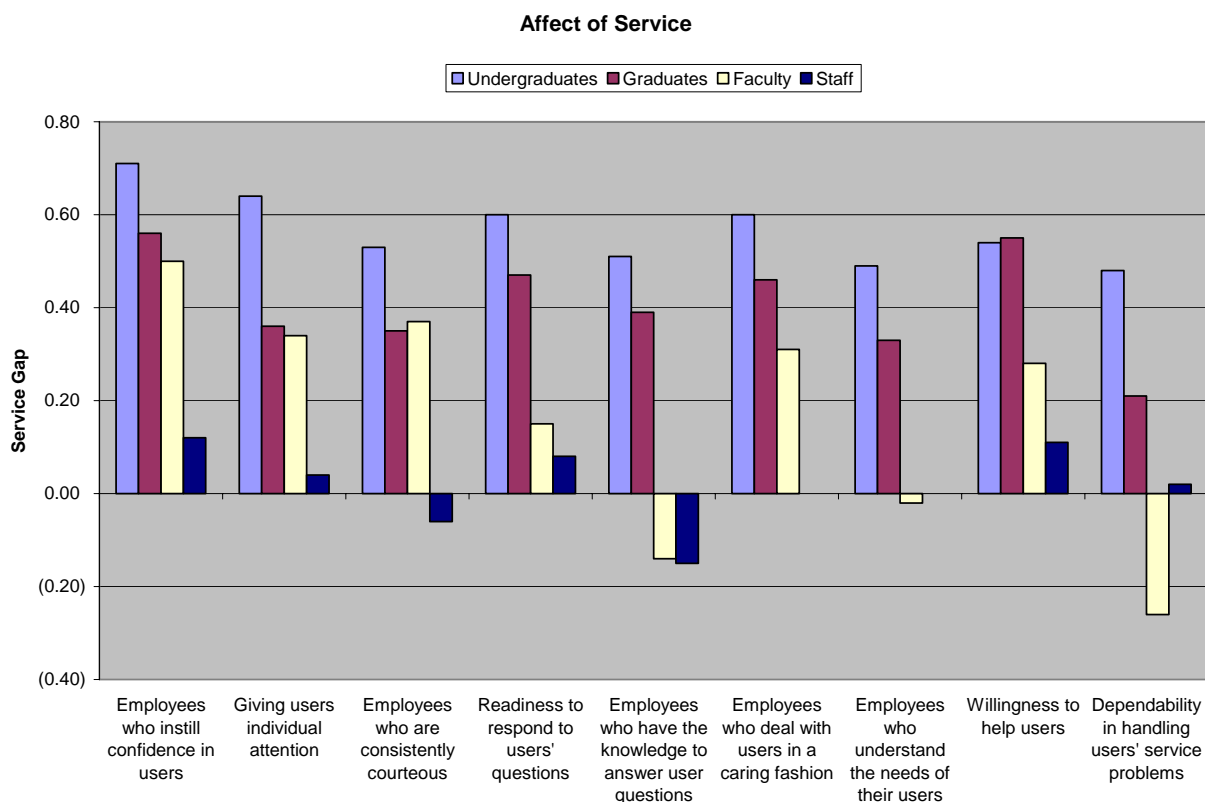
The survey data provides us with mean responses on each question by user group (faculty, undergraduates, graduates, staff, and library staff), the gap between the perceived level of service and the respondent's minimum expectations (shown as "Service Gap" on the charts below), where responses below zero indicate the Library is not meeting minimum expectations. Survey data also shows where the Library is exceeding desired expectations. There was a comments box on the survey, too, and we received over 900 comments, most of which came from students.

Overall, faculty commented most on the collections, which falls in the Information Control category; undergraduate students on Library as Place and Affect of Service. Graduate students commented equally on Information Control and Library as Place. Comments from Library staff have not been included in this report because the Library conducted a separate Employee Satisfaction survey and will incorporate Library staff comments from the LibQUAL+™ survey with the Employee Satisfaction survey report.

SURVEY RESULTS

Affect of Service

The questions that covered the Affect of Service category addressed Library employees and their willingness to help users, ability to handle users' service problems, readiness to respond to users' questions, courteousness, knowledge, and ability to deal with users in a caring fashion. For the purpose of this report, the comments received for this category were broken into subcategories: courteousness, helpfulness, knowledge, readiness/ability to help, and other.



*The absence of a bar indicates responses were at or near 0.00.

● Courteousness

Twenty-three comments were received that were categorized as commenting on the courteousness of the staff, with the majority of them coming from undergraduate students. Comments indicated mixed reactions to the courteousness/friendliness of the staff.

● Helpfulness

One hundred and sixty-two comments were received about the helpfulness of the Library's staff, with the majority of them again coming from the undergraduate students. A number of comments cited a need for staff to roam the Library in order to be more accessible to students working in the Library, while many others indicated that they find the staff very helpful. Staff at the Downtown Library and in Interlibrary Loan in particular were mentioned as very helpful. Some faculty stated that staff do their best considering the resources available to them.

- **Knowledge**

Twenty comments were received and most indicated that library users find the staff to be knowledgeable overall. Most comments indicated that staff are knowledgeable themselves, or were able to appropriately refer the respondents to another knowledgeable person.

- **Readiness/Ability to Help**

Eighty-four comments were received that were categorized as pertaining to the readiness and ability of staff to help. Faculty commented on a number of services and policies that are lacking in the Library for faculty, particularly with regard to reserves, check out of materials, and instruction. Many of the comments reflect a need for the Library to better promote its services to all campus constituents. Others commented on the desire for the Library to offer interesting programs on various topics.

- **Other**

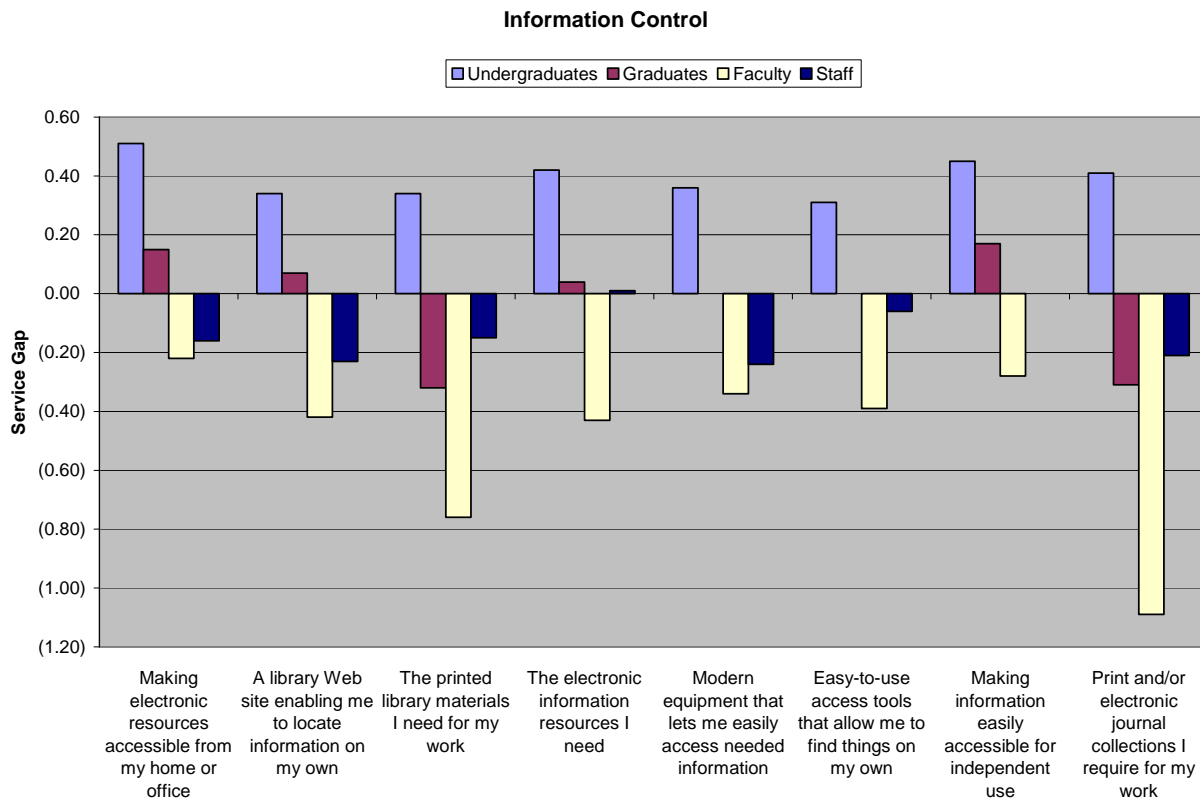
An additional sixty-one comments were received, the majority of which expressed thanks for the good job that the Library is doing.

- **Library Response**

The Library has experienced a staffing shortage for at least two years and is in the process of adding new reference librarian positions. A new Head of Access Services has recently been hired and she will address circulation and reserve services in the coming months. A public relations/marketing position is budgeted for FY08 to assist the current Marketing Committee in better promoting the Library's many services for the campus community. The Marketing Committee is relatively new and they have been actively working to publicize the Library at Roadrunner Roundup sessions, Rowdy Days and other campus outreach events throughout the year.

Information Control

The questions that comprised the Information Control section of the survey covered not only the print and electronic collections held by the Library, but also the equipment, website, and accessibility of the Library's resources. The subcategories we created for the comments in this section include: access tools, electronic resources, equipment, and print collections.



*The absence of a bar indicates responses were at or near 0.00.

- **Access Tools (databases, website, catalog)**

Fifty-seven comments were received concerning the Library's access tools, the majority of which came from undergraduate and graduate students. Many commented that the Library's database search engines are too difficult to use.

- **Electronic resources**

Ninety-one comments were received, equally from faculty, graduate students, and undergraduate students. The majority of the comments indicated a desire for more electronic resources in many subject areas. Others cited the confusing nature of using electronic resources to find journal articles. Many others commented that they would like for the Library's computers to have applications software, such as Microsoft Office, available on them.

- **Equipment**

Fifty-six comments were received regarding copiers, printers, microfilm readers, etc. Most cited a need for more power plugs for laptops and more computers in general.

- **Print Collections**

One hundred and fifty-three comments were received about the Library's print collections, with an overwhelming plea to upgrade, expand, and improve them. Faculty mentioned having to go elsewhere for materials due to the inadequate resources for their research. Students who have worked at other university libraries find the collections and space at the JPL severely lacking. Other respondents indicated that they do not believe the Library can support the University's goal of becoming a Tier 1 University.

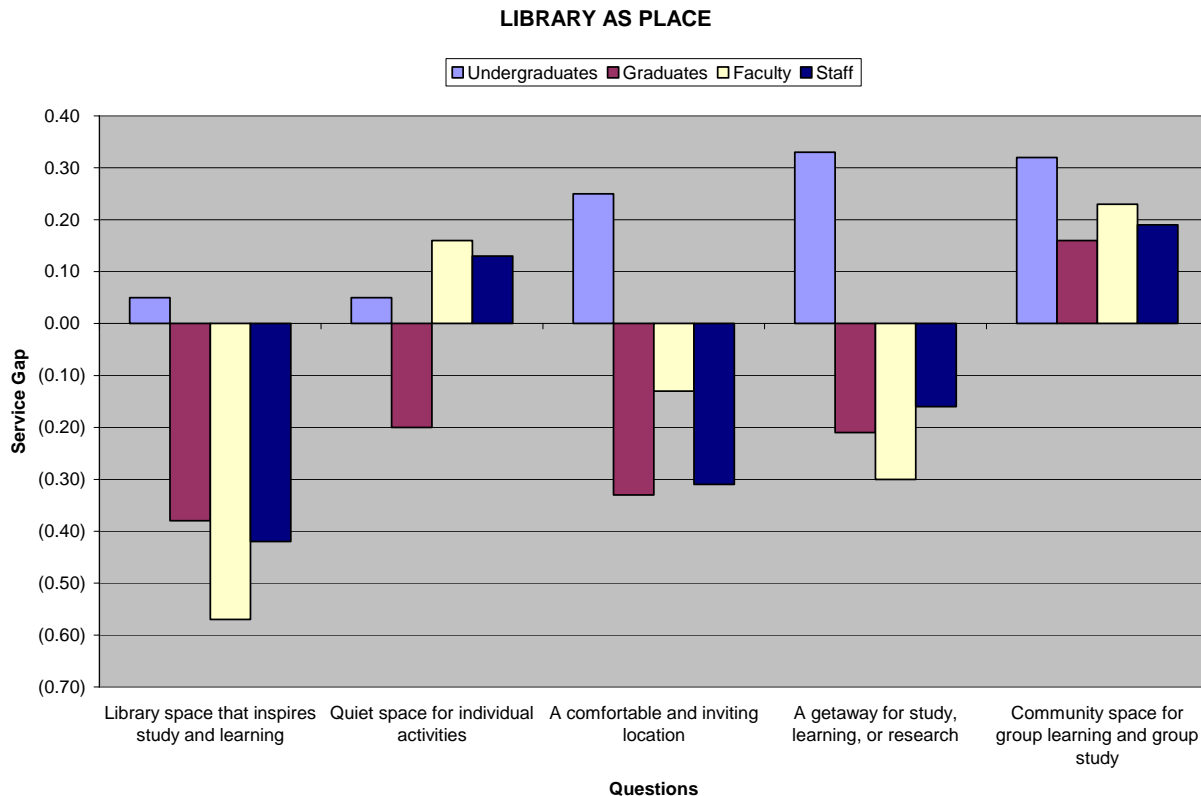
- **Library Response**

The Library is planning a Learning Commons area at John Peace Library that will provide more computers and applications software similar to what is available at campus labs. The same software will also be available on computers at the Downtown Library. In addition, the Library plans to add a laptop checkout service in the near future.

The Library continues to invest in new electronic and print resources every year. The Library converted to a new vendor for the majority of our books this fiscal year and the goal is to be able to purchase more books and process them more quickly with this new vendor. We are currently investigating the possibility of an automated storage and retrieval system so that the stacks areas in JPL will not be so crowded, but we can continue to build the print collections that are necessary for a Tier 1 University. The collections budget is geared towards building in disciplines that are growing and adding new programs. In FY08, we plan to conduct a collection analysis that will help us to identify areas of the collection that are inadequate compared to peer institutions with similar doctoral and masters programs.

Library as Place

The final category of the core questions, Library as Place, addressed various aspects of the Library’s space, including its ability to inspire study and learning, its quiet space for individual activities and community space for group learning, and its feel as a comfortable and inviting getaway for study, learning, or research. Comments received in this section were broken into the following subcategories: environment, furniture, general space, and study space.



- **Environment**

One hundred and forty-two comments were received about the Library’s overall environmental conditions, the vast majority of which were from undergraduate students. Many students complained about other patrons’ disregard for those who are studying due to noisy conversations and the use of cell phones. Faculty and students alike commented on the undesirable nature of the large number of students sleeping in the Library. Others commented on the need for better monitoring by Library staff of the noise levels and cell phone use in designated quiet study areas.

- **Furniture**

Sixty-one comments were received, almost all of which cited the uncomfortable and broken chairs at the JPL. Many students indicated that the small space in JPL and the poor seating is impacting their ability to use the Library for studying.

- **General Space**

One hundred and eleven comments were received about the Library's space in general. Most indicated a need to make the Library representative of a Tier 1 University with a complete building dedicated to the Library. Many also commented on needing to make the JPL brighter and more inviting than it currently is. Some comments indicated a preference for studying at the Downtown Library because it is a nicer facility.

- **Study Space**

One hundred and twenty-three comments were received about the Library's study space. The majority of comments indicated a need for more study rooms with soundproofing.

- **Library Response**

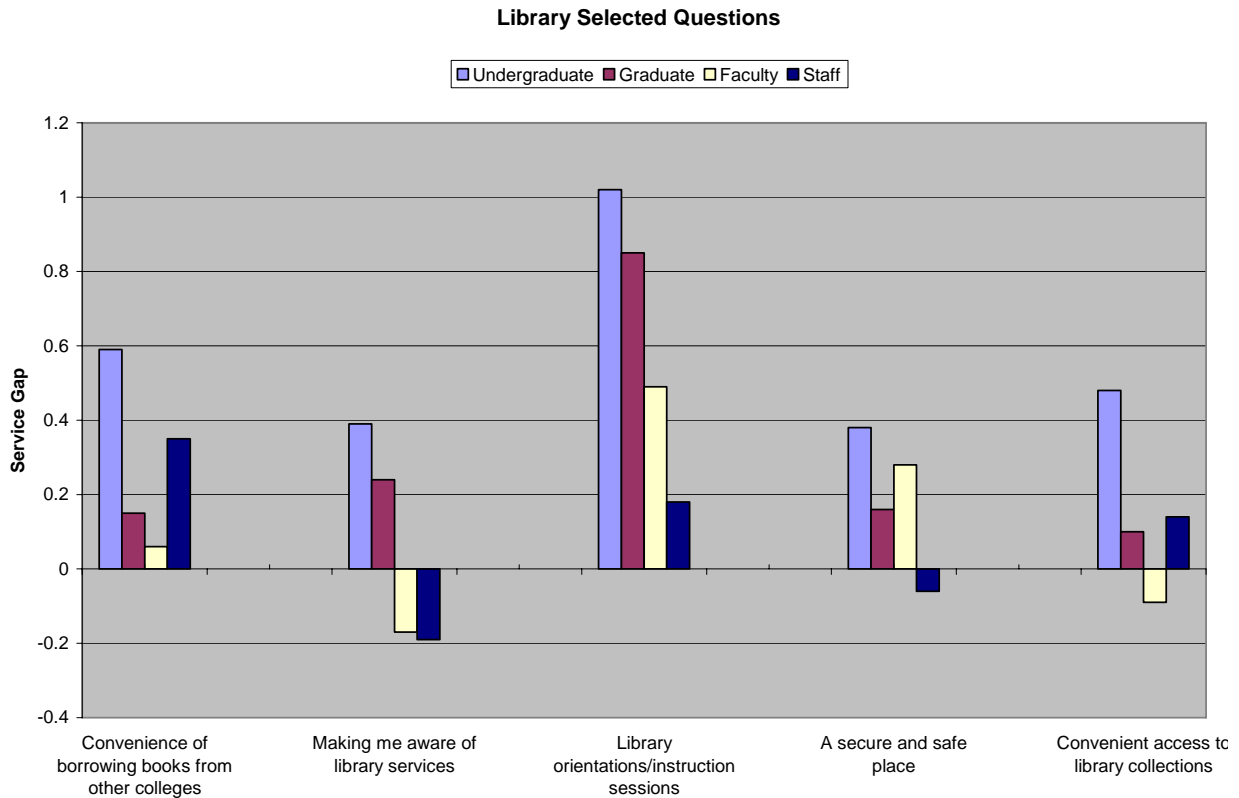
The Library began a renovation project for the JPL in the summer of 2006, including replacing carpet. An architecture firm has been selected and will begin work on a new design for JPL, including new lighting, furniture, and finishes. The plan calls for doubling the number of group study rooms on the 3rd floor and creating a Learning Commons area on the 2nd floor. The preliminary programming document is available on the Library's website.

Supplementary Questions

The final sections of the survey allowed the Library to select five additional questions, and also addressed general satisfaction with the Library, information literacy outcomes, and library resources and internet use.

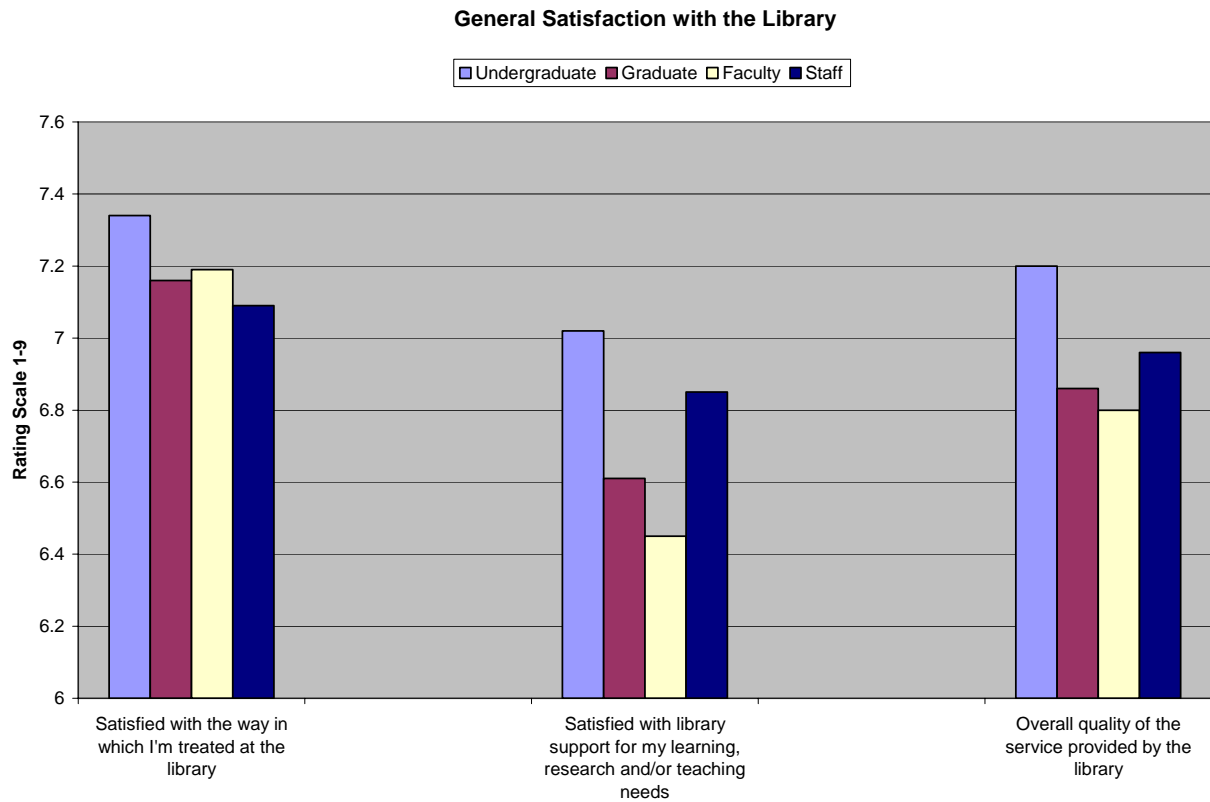
• Library Selected Questions

The Library's selected questions covered the convenience of borrowing books from other colleges, how well the Library makes people aware of Library services, the Library's orientations and instruction sessions, whether or not the Library is a secure and safe place, and the convenience of access to Library collections. Overall, respondents are most satisfied with the Library's orientations and instruction sessions and least satisfied with how well the Library makes them aware of Library services. In all of these local questions, the Library is falling short of respondents' desired levels of service.



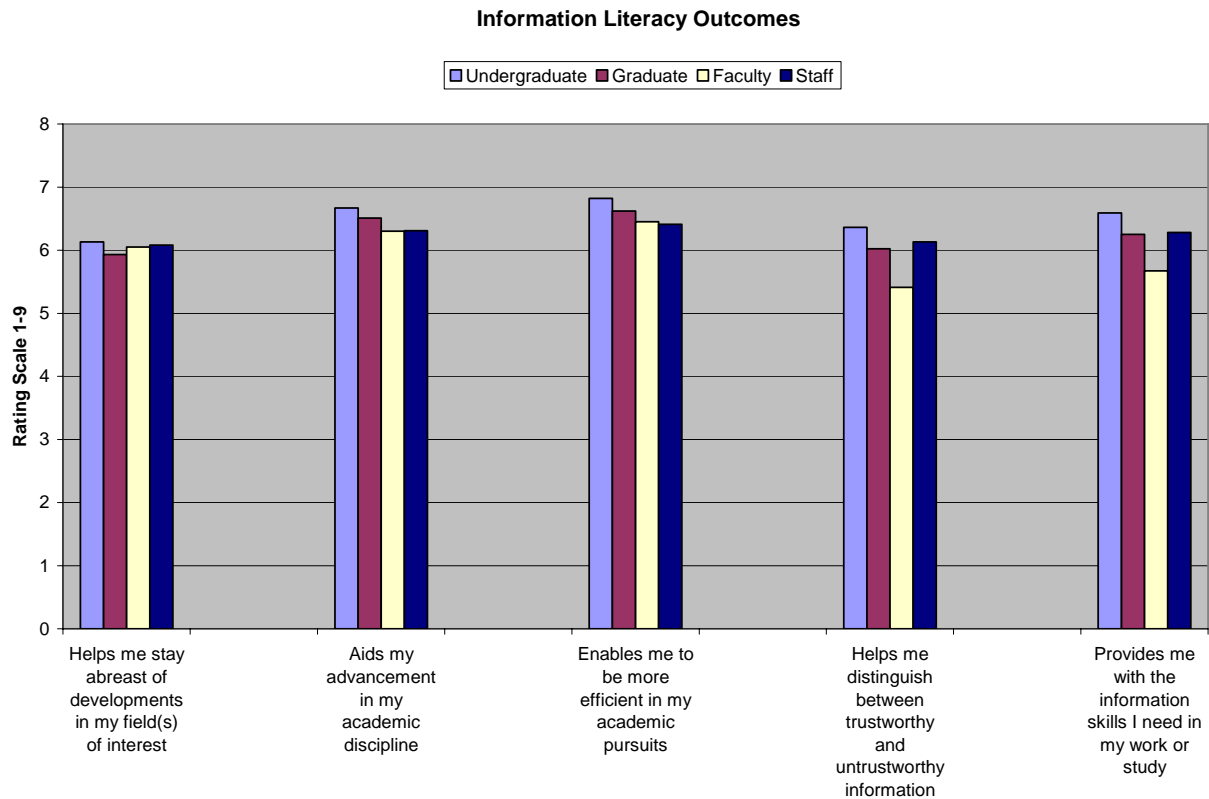
- **General Satisfaction**

In addition to the twenty-two core questions, the survey asked three questions about the respondents' general satisfaction with the way they are treated in the Library, with library support for their learning, research, and/or teaching needs, and with the overall quality of the service provided by the Library. Overall, respondents rated their satisfaction with the Library between 6.88 and 7.27 out of a possible 9 for these three questions.



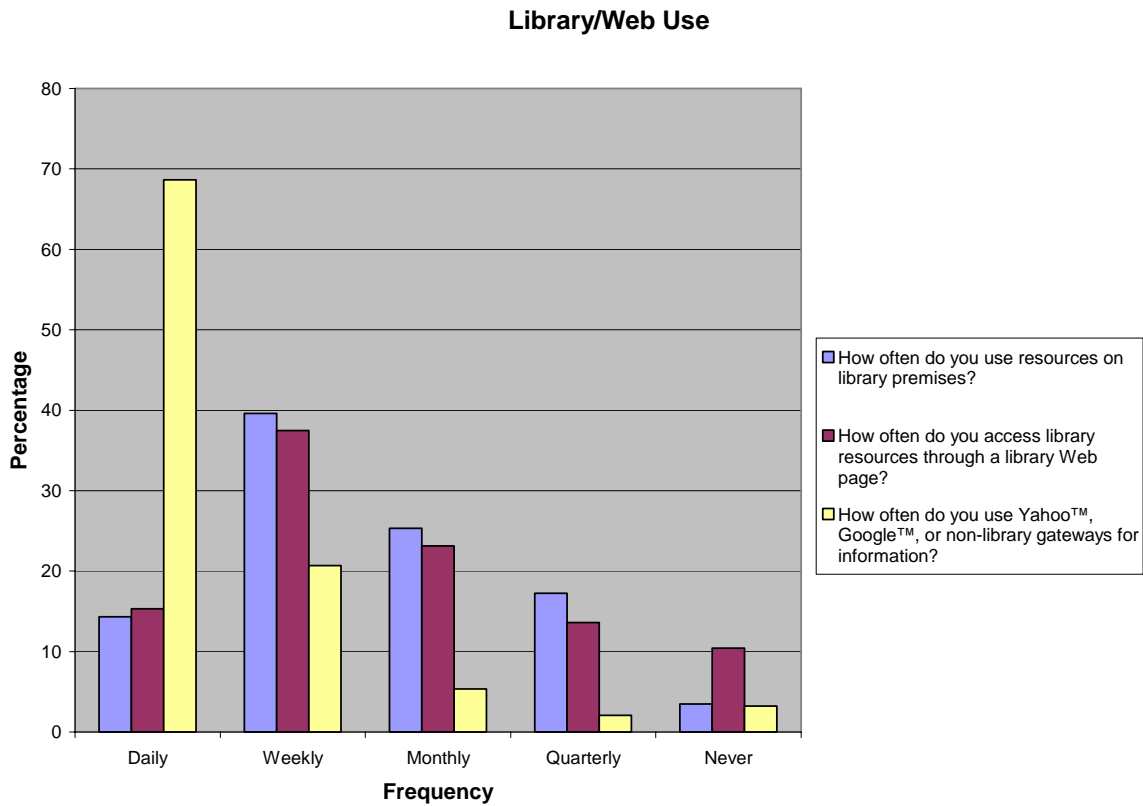
● **Information Literacy Outcomes**

Another group of supplied questions asked respondents about the Library’s assistance to them in staying abreast of developments in their field, in advancing in their academic discipline, in being more efficient in their academic pursuits, in distinguishing between trustworthy and untrustworthy information, and in gaining the information skills needed in their work or study. Overall, respondents ranked the Library 6.08 to 6.70 out of a possible 9 in this series of questions.



● **Library/Web Use**

The final group of questions asked respondents how often they use the Library's resources onsite and remotely, and how often they use Internet gateways for information. The results are not surprising, with nearly 70% of respondents using the Internet daily, while only 14-15% use the Library's resources daily. However, the majority of respondents did indicate that they use the Library's resources on a weekly basis.



Summary

The Library was pleased to receive feedback from the campus community regarding these important areas of services, collections, and space. With the Library's new administration beginning in 2005-2006, many of the areas identified by the survey as needing improvement are already being addressed. The Library began hiring new staff, formed a Marketing Committee that is actively involved with the campus, launched a renovation project for the John Peace Library, and began expanding print and electronic collections with funding for new journals, new electronic resources, and more monographs. Discussions are underway concerning new services to be provided in the coming fiscal year (FY08), ways to analyze the quality of collections in areas where new PhD programs are beginning, and a new storage facility for print and nonprint materials. New positions are being added in Reference to better assist students and faculty with instruction, reference assistance, and collection building. The Library is actively working with the campus administration regarding the upcoming SACS (Southern Association of Colleges and Schools) reaccreditation review and hopes to have resolved many of the issues that the Library currently has and that were identified in the LibQUAL+™ survey.

The Library sincerely appreciates the efforts of those faculty, students, and staff who took the time to complete the survey and provide comments. We plan to have ongoing conversations with the campus community regarding ways in which the Library can better serve our users.

The full LibQUAL+™ survey report, as well as the comments received, are available on the UTSA Library's website: lib.utsa.edu.